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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

2004 APR 14 P 3 36

Investigator: Carmen Madrid

Phone: (602) 542-0848

Fax: (602) 542-2129

AZ CORP COMMISSION

Priced to Respond Within Five Days

Opinion No. 2004 - 34453Date: 4/5/2004Complaint Description: 08A Rate Case Items - Opposed/In FavorFirst:Last:Complaint By: Phil

Siegel

Account Name: Phil SiegelHome: (480) 948-3900Street: 11636 N. Oakhurst WayWork: (602) 252-1300City: ScottsdaleCBR:State: AZ Zip: 85254is:Utility Company: Arizona Public Service CompanyDivision: ElectricContact Name: For assignmentContact Phone: (000) 000-0000Nature of Complaint:

Mr. Siegel is opposed to the rate increase applied for. He feels that APS is charging for the same thing over and over again under different descriptions. He feels that customers are being ripped off. He was also complaining because there is no electric competition. He feels that competition is not available because APS is charging and arm and a leg for the electricity and the competitive companies cannot afford it.

Utilities' Response:

n/a

Investigator's Comments and Disposition:

Customer will be faxing a copy of his bill.

4/8/04 received copies of bill insert.

4/14/04 Received a call from Mr. Siegel and he wants his opinions to be filed and that Commissioners all receive a copy of his comments. I told him I was closing out the opinion and that I would file it in Docket Control to be filed in the APS rate case. Closed

Date Completed: 4/14/2004Opinion No. 2004 - 34453

Arizona Corporation Commission

DOCKETED

APR 14 2004

DOCKETED BY



Post Office Box 2907
Phoenix, AZ 85062-2907

PHIL SIEGEL
Your Account Number
Billing Date

Mar 26, 2004

Questions? visit our website at www.aps.com or
call 602-371-8767, 24 hours a day, 7 days a week.
Para servicio en español llame al 602-371-8861.

Service Number [REDACTED] Service Address [REDACTED] E BUCKEYE RD

T H I S P A G E I S N O T Y O U R B I L L

This Competitive Service Information is provided in
accordance with regulations of the Arizona Corporation Commission

This month's Kwh: 129
This month's full service bill: \$ 26.25 or 20.3 c/kwh

COMPETITIVE SERVICES

The following services may be provided by a competitive supplier of your choice. To determine if you can save money, compare APS charges for these services to the charges quoted by other suppliers of these services.

		APS Charges	
Generation of Electricity (including sales tax)	\$	3.74	
Transmission and Ancillary Services		3.17	
Subtotal	\$	6.91	or 5.4 c/kwh
Meter		7.62	
Meter Reading		1.69	
Billing		1.33	
This month's total to compare to other suppliers	\$	17.55	or 13.6 c/kwh

RECEIVED

APR 08 2004

ARIZONA CORPORATION COMMISSION
DIRECTOR OF UTILITIES

APS DELIVERY SERVICE (Regulated)

APS will continue to provide the following delivery services at regulated rates.
Your APS bill for delivery service this month would be:

Basic Service Charge	\$	1.86	
Distribution Delivery		4.10	
System Benefits		0.15	
Competitive Transition Charge		1.88	
ACC mandated environmental surcharge		0.11	
Regulatory Assessment		0.02	
Sales Tax		0.58	
Total for APS Delivery Services	\$	8.70	or 6.7 c/kwh
Total of Competitive and Delivery Services	\$	26.25	or 20.3 c/kwh

The current list of authorized suppliers for competitive services can be obtained from the Arizona Corporation Commission web site at www.cc.state.az.us or at 602-542-4251 or 1-800-222-7000.
You can also call APS at 602-371-7171 or 1-800-253-9405.



Billing Date
Mar 26, 2004

Account Number
[REDACTED]

Account Number
[REDACTED]

Billing Date
Mar 26, 2004

T H I S P A G E I S N O T Y O U R B I L L

This Competitive Service Information is provided in
accordance with regulations of the Arizona Corporation Commission

If contributing to S.H.A.R.E.
please enter amount in S.H.A.R.E.
box and add to your total

TOTAL AMOUNT DUE
\$26.25

KEEP THIS STUB
PORTION FOR
YOUR RECORDS

At APS we're committed to providing our customers with excellent service – 24 hours a day, 7 days a week. If you would like more information, please call the Customer Solution Center: 602-371-7171 (metro Phoenix area) or 1-800-253-9405 (other areas). Commercial customers please call the APS Business Center: 602-371-6767 (metro Phoenix area) or 1-800-253-9407 (other areas) Monday – Friday, 7:30 a.m. – 5 p.m.

BASIC SERVICE CHARGE – The monthly minimum amount for providing service, even if you use little or no energy during the month.

BILLING – the cost of providing your monthly statement.

COMPETITIVE TRANSITION CHARGE – A charge to cover costs for investments in power plants that APS made under regulation. This charge is per kwh for residential customers and per kw or per kwh (if customer does not have a demand meter) for business customers. This charge will be reduced each year through 2004, at which time it is expected to be eliminated.

DISTRIBUTION/DELIVERY – A monthly fee paid to build and operate the equipment for delivering electricity into your home or business, including lines, poles, transformers and substations. This charge is per kwh for residential customers; per kwh and kw for business customers.

ENVIRONMENTAL SURCHARGE – A monthly charge mandated by the Arizona Corporation Commission to promote energy production from new solar or other environmentally-friendly renewable technologies such as wind, bio-mass (plant material) and landfill gas.

GENERATION OF ELECTRICITY – The cost of producing the electricity you used this month.

KW (KILOWATT) – A measure of power equaling 1,000 watts which describes the rate of energy use (example: ten 100-watt light bulbs use one kilowatt of electric power).

KILOWATT-HOUR (KWH) – The kw rating of electric equipment multiplied by the number of hours the equipment is being operated (example: ten 100-watt light bulbs used for one hour equal one kwh of use). A kilowatt-hour is the quantity of energy used.

KILOWATT DEMAND – The highest amount of electricity used in an interval of time (15-minutes for a business customer, 60-minutes for a residential customer) during the billing period establishes your kw demand for that billing period.

REGULATORY ASSESSMENT – This monthly amount is imposed on customers of state-regulated utilities to help fund the Arizona Corporation Commission and the Residential Utility Consumer's Office.

SYSTEM BENEFITS – A monthly charge, based on your kwh usage, to cover the costs of programs approved by the Arizona Corporation Commission including: low-income assistance, conservation, environmental improvements, renewable energy projects, and nuclear power plant decommissioning.

METER – A fixed fee for providing and servicing the meter.

METER READING – A fixed monthly fee (based on the customer's service plan) to determine your energy usage.

METER READ CYCLE – The monthly billing period for reading the electric meter at your location.

DEPOSIT – Deposits held longer than six months earn simple interest based on the one year treasury bill rate effective on the first business day of January and published in the Wall Street Journal.

SERVICE ESTABLISHMENT CHARGE – The charge on your first month's bill, when establishing or re-establishing service. This offsets the cost of turning on your service and other related expenses.

TRANSMISSION AND ANCILLARY SERVICES – The amount that APS will bill your electric service provider for moving high voltage electricity from the generation facility to the APS distribution lines.

LATE PAYMENT FEE: A 1.5 percent late payment fee is charged if APS does not receive your payment within 25 days of the billing date.

PROJECT S.H.A.R.E. – You can voluntarily contribute to this fund that offers emergency energy-related assistance for Arizonans who are experiencing financial crisis.

EQUALIZER – The Equalizer Plan averages your annual energy consumption into 12 equal payments. A debit means you've used more energy than you've paid for. A credit means you've built up a reserve for high energy use months. To help you remain on track with your payments, we review your account monthly and adjust your payments if necessary.

SUREPAY – Have your payment automatically deducted from your bank account by signing up for this free and convenient service.

TDD SERVICE – Telecommunication Device for the Deaf line for hearing and speech-impaired customers: 602-371-6123 (metro Phoenix area) or 1-800-635-8680 (other areas).

SERVICE PLAN OPTIONS – You have a choice of service plan options to suit your lifestyle/business energy use patterns. Our rates have been approved by the Arizona Corporation Commission (1200 W. Washington, Phoenix, AZ 85007, 602-542-4251 (metro Phoenix area) or 1-800-222-7000 (other areas).

ASISTENCIA EN ESPAÑOL – En APS estamos comprometidos a proveerle servicio con la más alta calidad a todos nuestros clientes. Si usted tiene preguntas o desea información adicional con respecto a su servicio eléctrico por ejemplo, tarifas, arreglos para de pago, o maneras de ahorrar energía, por favor llámenos al 602-371-6861 o fuera de la área metropolitana de Phoenix, llame al 1-800-252-9410.

Not competitive



Please
detach
before
mailing

MAKE Check Payable to:
Please write account number on the check.

PLEASE NOTE: This change will be made only if you check the box on the reverse side.

FOR RESIDENTIAL MAILING ADDRESS CHANGE*

NAME (LAST) (FIRST) (M.I.)

MAILING ADDRESS

CITY STATE ZIP CODE TELEPHONE NUMBER

☐ ADDRESS CHANGE ☐ PHONE NUMBER CHANGE ☐ BOTH CHANGED

*BUSINESS ADDRESS CHANGE: Please call the APS Business Line —
602-371-6767 (Metro Phoenix area) or 1-800-253-9407 (elsewhere in Arizona)

APS

P.O. BOX 2907
PHOENIX AZ 85062-2907